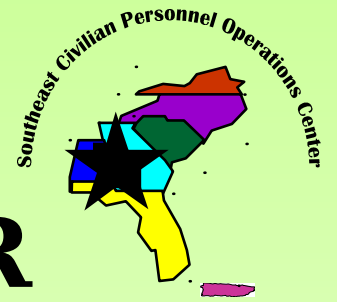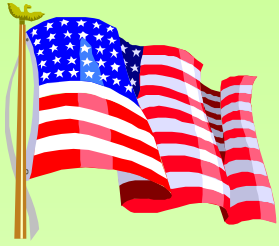# SOUTHEAST CIVILIAN PERSONNEL OPERATIONS CENTER

REVIEW AND ANALYSIS FOR:

FORT MONROE

2nd Qtr FY 01

Recruit Fill Time
2nd Qtr FY 01

Type of Recruit	# Closed	Average time
Non-routine (classification)	13	101
Routine (classification)	50	84

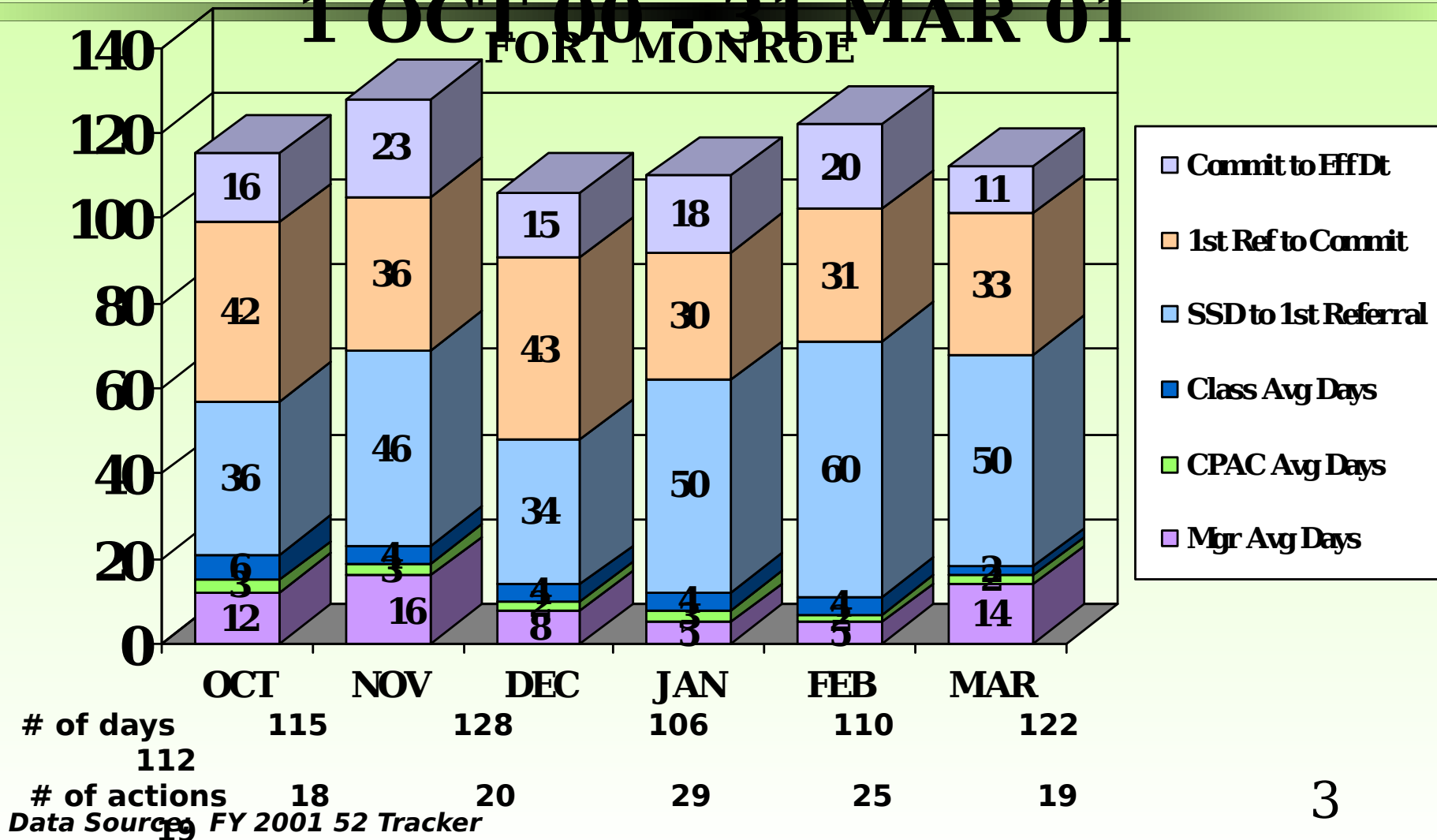**Fill time is from date first in CPAC/CPOC until commitment**

AVERAGE FILL TIME FOR RECRUIT ACTIONS
1 OCT 00 – 31 MAR 01
FORT MONROE

Legend:
- Commit to Eff Dt
- 1st Ref to Commit
- SSD to 1st Referral
- Class Avg Days
- CPAC Avg Days
- Mgr Avg Days

	OCT	NOV	DEC	JAN	FEB	MAR
Commit to Eff Dt	16	23	15	18	20	11
1st Ref to Commit	42	36	43	30	31	33
SSD to 1st Referral	36	46	34	50	60	50
Class Avg Days	6	4	4	4	4	2
CPAC Avg Days	3	3	2	3	3	2
Mgr Avg Days	12	16	8	3	5	14
# of days	115	128	106	110	122	112
# of actions	18	20	29	25	19	19

Data Source: FY 2001 52 Tracker

3

Staffing Delays

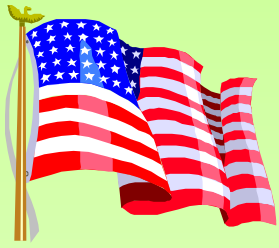No significant staffing delays.

Referrals over 30 days

1. 00ARAR029507, Operations Research Analyst, GS-1515-13, external referral issued, selection made, pending EOD.
2. 00ARAR044442, Environmental Protection Specialist, GS-0028-12, internal/external referral issued, pending selection.
3. 01ARAR001414, Environmental Protection Specialist, GS-0028-12, internal/external referral issued, pending selection.
4. 01ARAR002356, Operations Research Analyst, GS-1515-13, external referral issued, selection made, pending EOD.
5. 01ARAR014762, Marketing & Advertising Specialist, GS-301-11, internal referral issued, pending selection.
6. 01ARAR000211, Mission Management Information Specialist, GS-301-13, external referral issued, pending selection.

Referrals over 30 days (continued)

7. 01ARAR000219, Information Systems Manager, GS-301-14, internal referral issued, pending selection.

8. 01ARAR007914, Security Assistance Training Manager, GS-1702-13, career referral issued, pending selection.

9. 01ARAR014818, Education Services Specialist, GS-1740-12, career referral issued, pending selection.

10. 01ARAR012556, Management Assistant, GS-344-6, internal referral issued, pending selection.

11. 01ARAR014597, Instructional Systems Specialist, GS-1750-12, career referral issued, pending selection.

12. 01ARAR011025, Budget Analyst, GS-560-11, internal referral issued, pending selection.

13. 01ARAR006979, Administrative Assistant, GS-303-6, internal referral issued, pending selection.
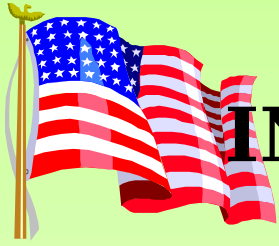
DEU Utilization

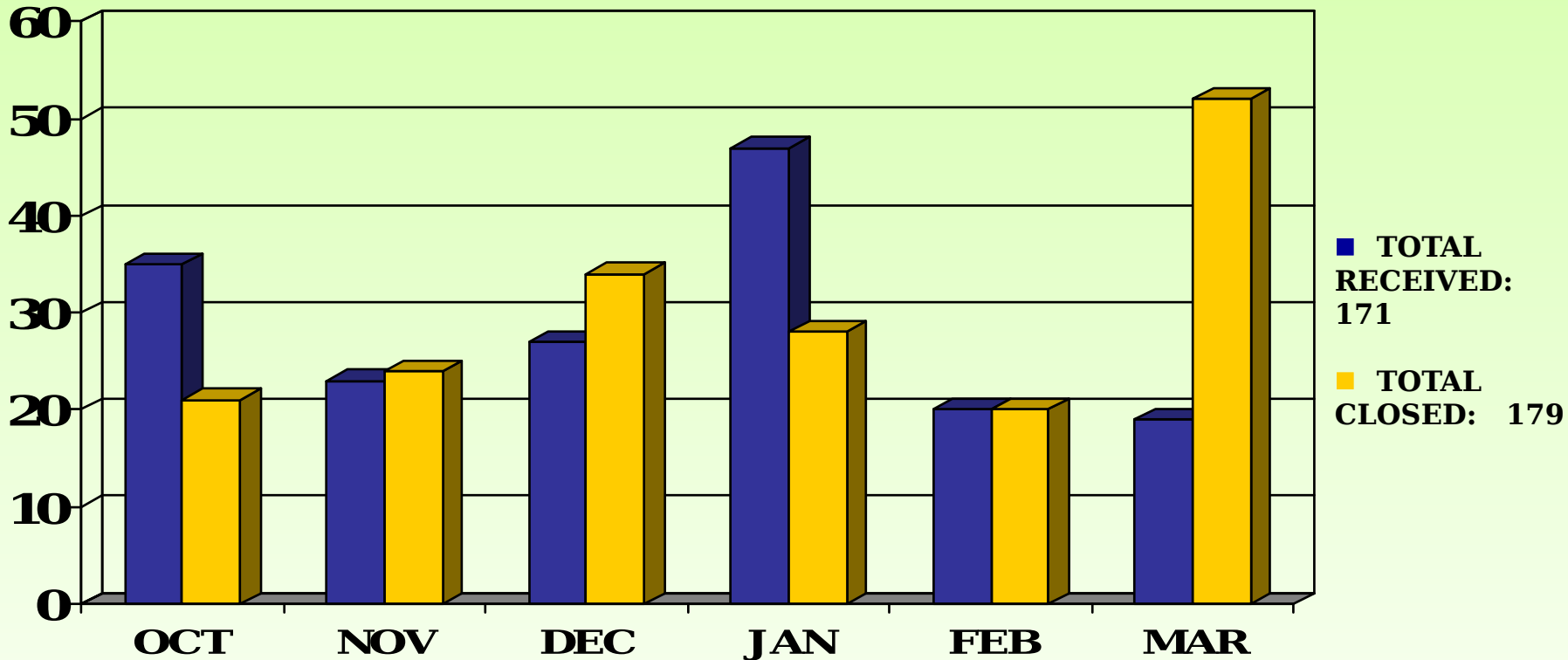Fort Monroe DEU Utilization

01/01/01 through 03/31/01

16 Certificates Issued

- ◆ 3 returned unused

- ◆ 5 cancelled

- ◆ 0 outstanding

- ◆ 1 used

0 Certificates past due

RECRUIT ACTIONS
INPUT-THROUGHPUT-OUTPUT
1 OCT 00 - 31 MAR 01

Legend:
- TOTAL RECEIVED: 171
- TOTAL CLOSED: 179

	OCT	NOV	DEC	JAN	FEB	MAR
RECEIVED	35	23	27	47	20	19
CLOSED	21	24	34	28	20	52

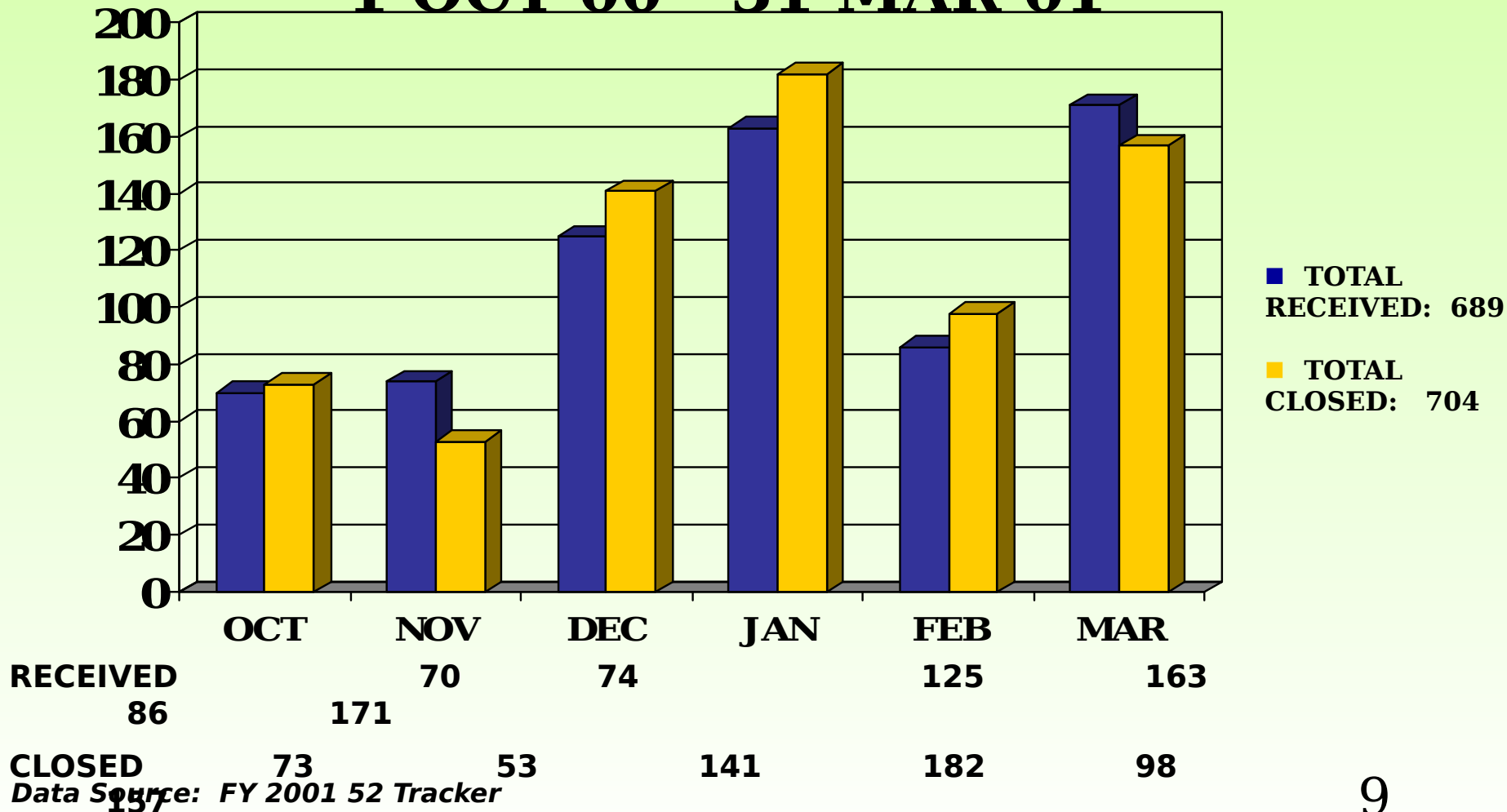*Data Source: FY 2001 52 Tracker*

8

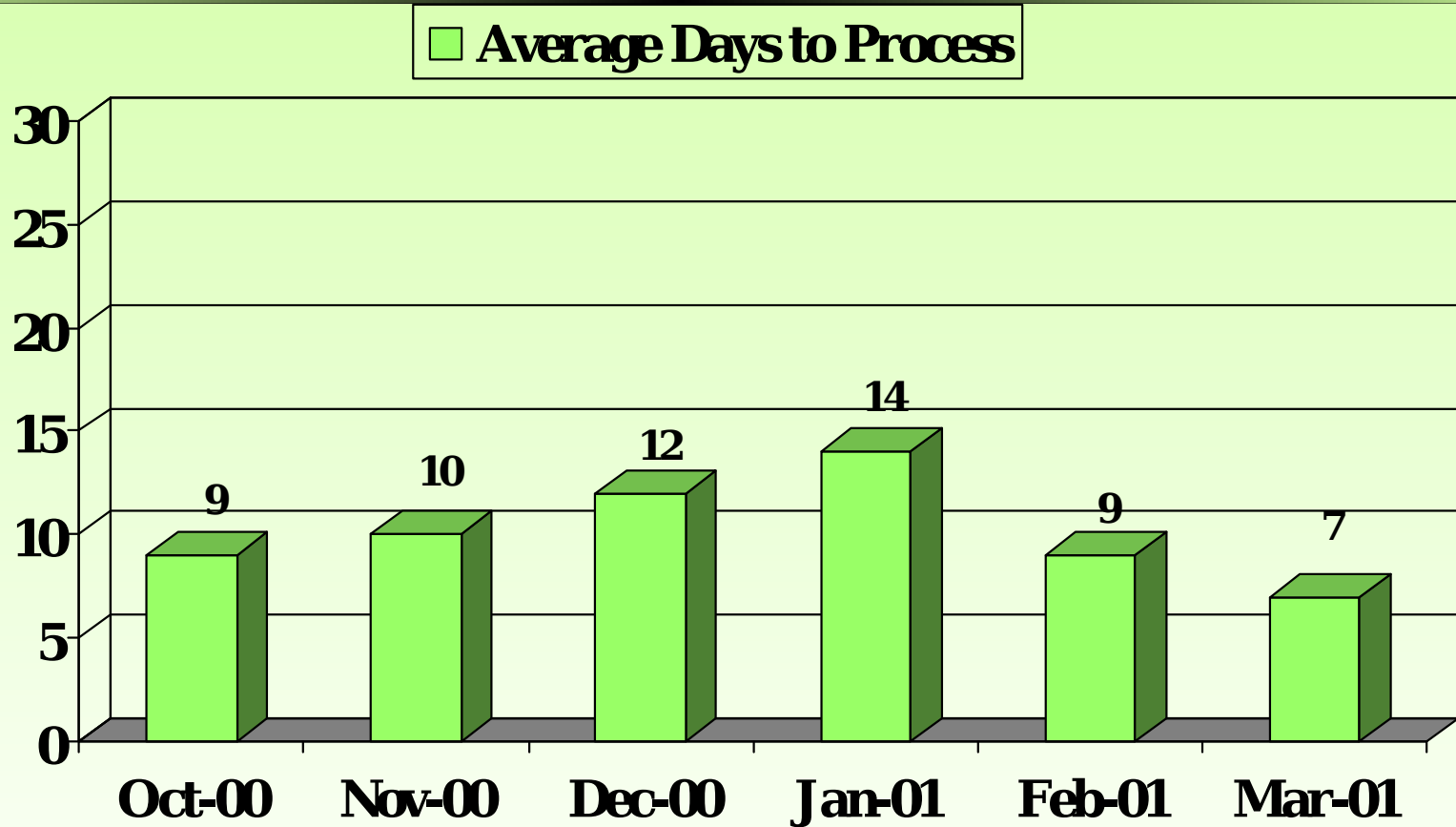# NON RECRUIT ACTIONS INPUT-THROUGHPUT-OUTPUT
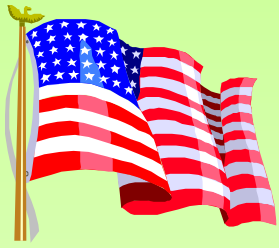# 1 OCT 00 - 31 MAR 01

Legend:
- ■ TOTAL RECEIVED: 689
- ■ TOTAL CLOSED: 704

	OCT	NOV	DEC	JAN	FEB	MAR
RECEIVED	86	70	74	171	125	163
CLOSED	73	53	141	157	182	98

Data Source: FY 2001 52 Tracker

9
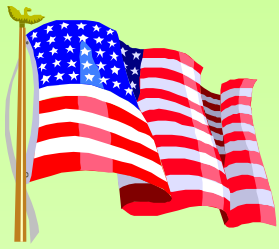
Classification - Routine Actions
FORT MONROE

☐ **Average Days to Process**

Source: PD

10
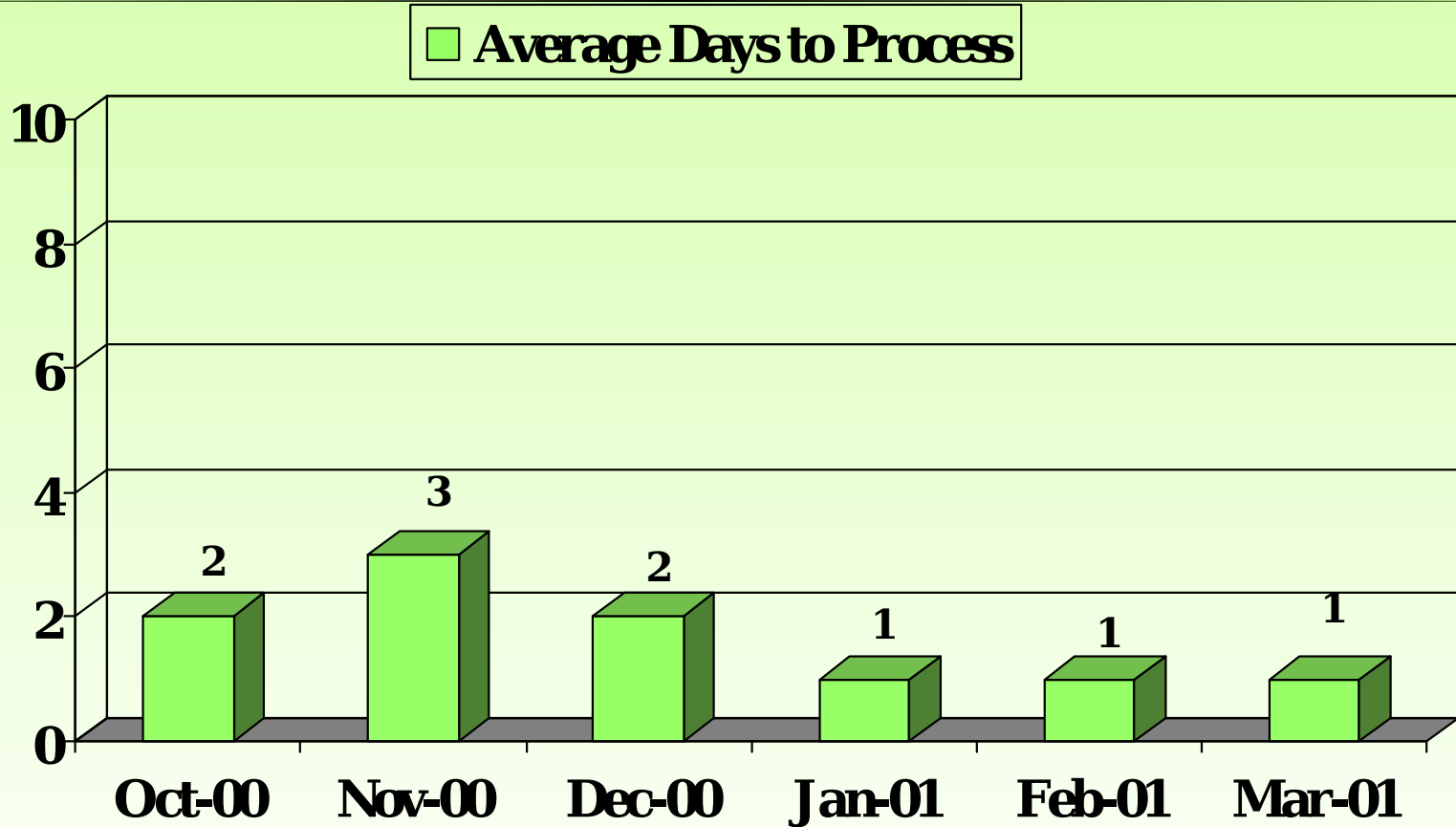
Classification - Non-Routine Actions FORT MONROE

Average Days to Process

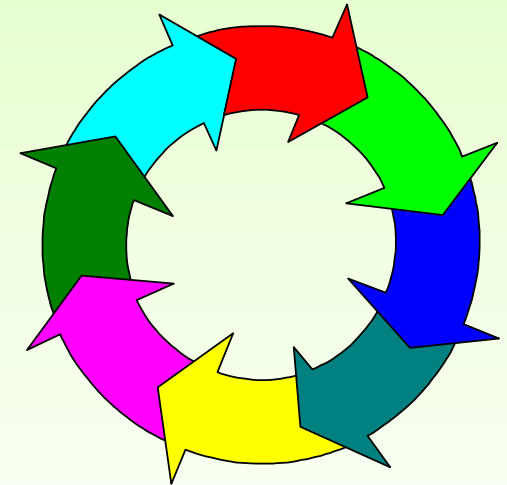| Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01
9	10	12	14	9	7

11

Source: PD

CPOC Reorganization

- DA directed
- Combined Staffing, Services & Classification
- Customer Focused Divisions (2)
  - When?
    - November 00
  - What?
    - Functional proponent
    - Functional assignments
  - Why?
    - One stop service
    - Improved internal structure

CPOC Reorganization

After a study by DA, CPOCMA and CPOC directors, DA directed consolidation of the Staffing and Services Division and the Classification Divisions at all CONUS CPOCs. These two divisions were combined to form Customer Focused Divisions. In the SE region the consolidation was accomplished in late November 00. The Division Chiefs and Branch Chiefs now have functional responsibility for all functional specialties supervised. Their staffs remain functionally aligned. One of the Customer Focused Division Chiefs has proponency for classification and one has proponency for staffing matters.

Combination of functions into one division allows for one stop service for CPACs & managers. Instead of contacting several divisions for product delive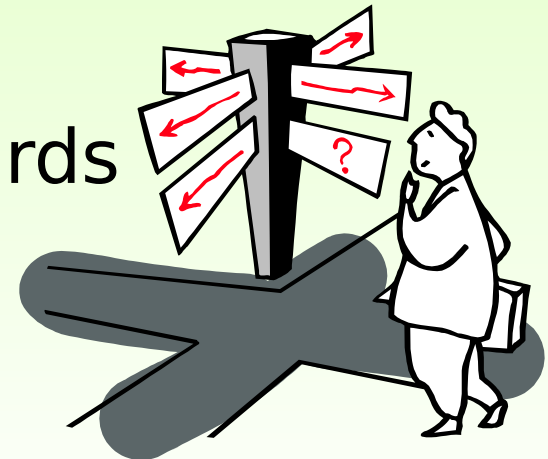ry, customers now contact one division or branch. Internally, division and branch chiefs are focused on the installations' total needs and can more readily
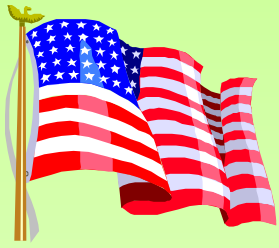
Events

- Training Needs - March
- OPM DEU audit - May
- CPEA audit - May
- Modern Deployment - June
- FASCLASS II - July
- Application of new standards
- Multiple RIFs

Events

The SE region is currently managing a number of on-going and projected events. In March we began the process of our annual regional training needs survey. In May the Office of Personnel management will conduct an assessment of the Delegated Examining Unit. During this same period the Civilian Personnel Evaluation Agency (CPEA) will conduct a CPOC review. The CPOC audit will conclude CPEA's regional assessment of a sample of CPACs and the CPOC. In June we will deploy Modern. A subsequent slide follows. FASCLASS II will be deployed in July in the SE region.   FASCLASS II will allow us to search all of Army's position descriptions from one web based site and significantly improves overall search capabilities. (Narrative continued next page.)

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Events (continued)

We are anticipating direction to apply 3 new standards, 200, 500 and 2200 families. The first 2 standards will require the broadest review since many positions classified in other series are cross referenced to the 200 and 500 families. We will have 24 months to complete our review. A new information technology standard, 2200, has also been issued and we will begin application shortly. This standard covers positions currently covered by computer and communications related fields. We will only have 60 days to complete the application. For all activities with delegated examining authority the following procedures apply: The CPOC will identify the positions using FASCLASS. The CPOC will review the description and provide an advisory to the delegated classification authority manager. The manager will either accept or decline the advisory. The manager will apply the change as recommended or prepare an over-ride and apply. We continue to conduct multiple reduction-in-force actions throughout the region. Currently we are conducting actions with 11 of 18 serviced CPACs. Some installations have multiple actions on-going. Projected contracting out studies indicate a continuance of this trend.
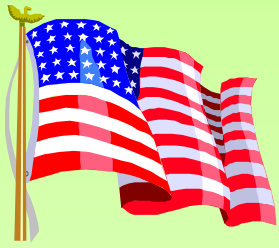
Modern Deployment

- DOD wide initiative & schedule
- SE region
  - **4 false starts**
    - ➤ **Impacted customer, CPAC, CPOC**
  - **Projected - 22 Jun 01**
    - **NAF?**
    - **Firewall issues outstanding**
- Status
  - **Deployed at Pacific, SW, NC, NE**
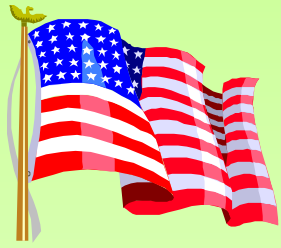 - **Working Army's "top 50"**

Modern Deployment

Deployment of the Modern Civilian Personnel System is planned for 22 Jun 01. Deployment of this new personnel management software system is a DoD wide initiative. The SE region has been scheduled to deploy four times between March of 2000 and February 2001. Due to systems problems encountered during testing, Army and DoD delayed implementation. Our last delay was a result of problems found at two test sites. Army requested a list of "top 50" items be resolved before other Army regions were deployed. Reports are positive regarding this list of concerns.

These delays have impacted service delivery in our region. The CPOC trained the 11 of 18 CPACs twice and trained the CPOC twice. Prior to each projected deployment date we issued a moratorium cutting off receipt and processing of personnel related actions. The CPACs and the

(Notes continued next page)

Modern Deployment (continued)

CPOC received a significantly higher number of actions during each of these periods. The CPOC also spent substantial manhours making logistical arrangements for up to 40 on-site visitors. The CPACs spent substantial time briefing key leadership and preparing to train their end users.

At one point during the last quarter we had significant printer problems because of firewalls at the installations but these problems have been brought to closure. There is currently the possibility that we may be the first activity in DoD to deploy the NAF module.

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RESUMIX

Current

- Improvements from SEERP
- DoD Grammar Base
- Updated ROAR

Future

- Manager training
- Improvements requested

RESUMIX

RESUMIX has been implemented throughout most of the SE region. It has many improvements over the SE Expedited Recruitment Process previously used. Some of these include a determination of basic qualifications on all referred candidates, electronic submission of Resumes and electronic transmission of referral documents directly to managers. RESUMIX improvements during this quarter include loading of the DoD Grammar Base, which improves our skill search ability. Improvements have also been made in the ROAR system which allows applicants under RESUMIX to track the status of their application.

In the future we are looking at development of manager training on skills search criteria. We have also submitted software change requests for both RESUMIX and ROAR to improve administrative processes and access capability.
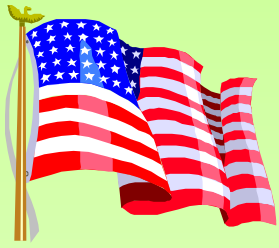
Staffing Planning

- Status of DEU
  - **Status Quo**
  - **Centralize**
  - **OPM**
- DA Forecast Model
- Involvement of
  - **Manager**
  - **CPAC**
  - **CPOC**

Staffing Planning

DA is currently reviewing three possible plans for the Delegated Examining Units. These units allow DA to recruit for external candidates who have no other appointing authority. Currently the CPOCs provide this service. DA, however, did not staff the CPOCs to perform this function when regionalization was studied and assets assigned. (In the past the Office of Personnel Management provided this service.). Additionally, the usage rate (individuals selected from this source) is very, very low. The options include status quo, centralizing at one CPOC to reduce overhead or turning back over to OPM. If we turn back over to OPM, DA will be charged for this service. We have asked the CPOC staff, in coordination with the CPAC staff, to monitor requests.

DA is working on software that will assist us in forecasting future recruitment needs based on historical data. This information will allow us to develop proactive recruitment strategies and preposition announcements.

Effective staffing planning takes the involvement of all of the key players in the recruitment cycle.
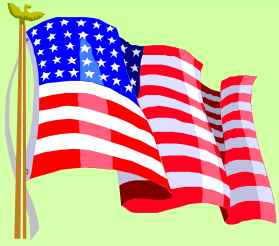
Pay

- The challenges
  - Complexity
  - Payroll interface
  - CSR role
- TSOs
- Payroll output products
- CPOCMA reportables

Pay

Resolving pay problems continues to be an area of emphasis throughout the region. The region is challenged with identifying the source of the problem (CPOC, DFAS, CPAC, time-keeper, CSR, etc) because of the complexity of the process. The DFAS payroll interface software is not totally compatible with the personnel system causing a need for significant workarounds. In all cases the CSR plays a significant role in helping to identify the source of the problem.

The CPOC currently has a Technical Services Officer in each branch who is responsible for troubleshooting issues, working complex issues, identifying trends, quality control and training. Daily products received by the CPOC are reviewed to correct problems before they affect pay. The CPOC reports the number of pay problems we cause to CPOCMA on a bi-weekly basis.
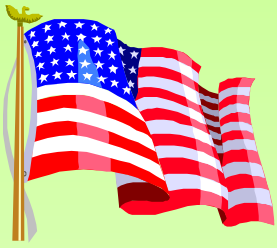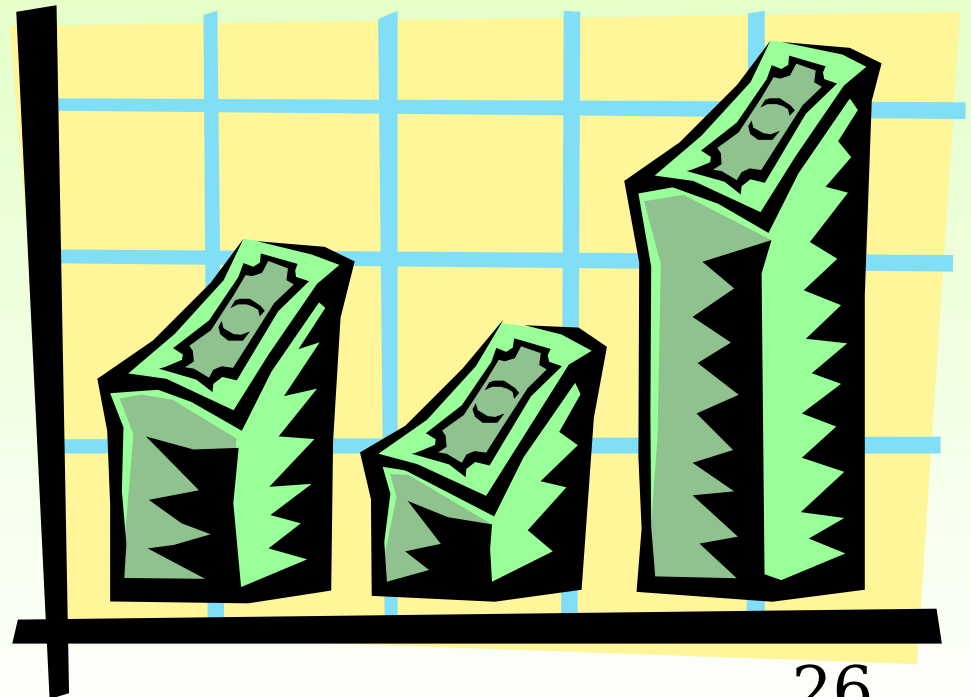
Pay (continued)

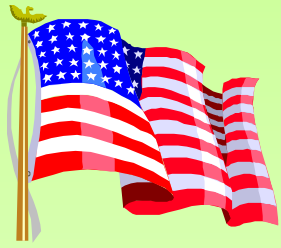- Customer Inquiry System
  - Current
    - Purpose
    - Procedures
    - Reporting
  - Future
    - DA workgroup
    - NE model

The payoff

Pay (continued)

In order to track pay related problems, identify the source of the problems, target training needs and monitor resolution the SE CPOC developed a customer inquiry system. The CPACs log the problems into an automated database where they are "uploaded" at the CPOC and assigned to a staff member for resolution. The CPOC is able to run reports on the type of errors, source of error and timeliness of response.

Currently DA has a workgroup, using a prototype developed at the NE CPOC, working a project to create a similar database to be used Army wide. This database will be expanded to be used for all inquiries to include pay, announcements, etc.

These initiatives have resulted in a significant drop in pay related issues. Continued partnering with the CPACs, CPOC, DFAS, CSRs should show continued improvements.

A76 & RIF Support
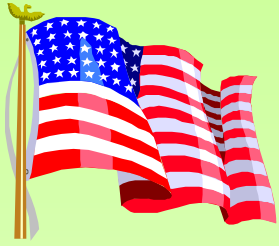
- Classification:
  - On site services
    - Training
    - Comp Area & Comp Level
    - Assistance PD development
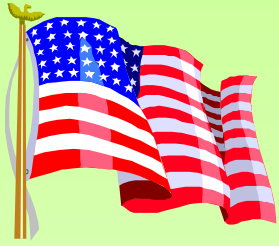   - Assistance development/establishme MEO

A76 & RIF Support

A76 and other reduction-in-force related actions are a growing workload in the region. The CPOC can provide up to 22 days of on-site service to the installation. Specifics can be found under guidance memorandum 00-07 at http://www.cpocma.army.mil/
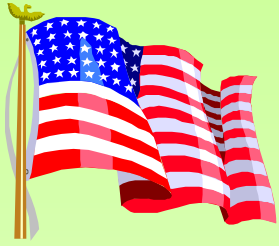
A76 & RIF Support (continued)

- Staffing
  - Coordinate timelines & ground rules
  - Conduct Mock RIF
  - Early PPP registration
  - Expanded VSIP
  - Conduct RIF
  - Finalize RIF Actions
- Partnership
  - CPAC, CPOC, Management, Labor

A76 & RIF Support (continued)

Conducting a reduction-in-force requires the partnership of all the players. The staffing function provides the listed services.

Work in Progress

- Standard Review & Analysis
  - Web based
  - Updated automatically
  - Shred to UIC
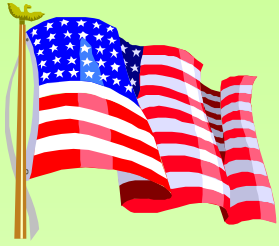 - Replace all stats/charts
  - Feedback
- Oracle DEUCES

Work in Progress

We are currently working on a standard review and analysis that will be web based with the statistics updated directly from automated databases. We plan to allow managers to review below the installation level, e.g. by the MEDDAC, Garrison, tenants. This will replace all charts and briefing materials currently used for a myriad of briefings. We will be requesting feedback from the Commanders and CPACs once the first review and analysis is developed.

We hope to field Oracle DEUCES soon. This software will allow candidates for external vacancies under the Delegated Examining Unit to track the status of their application via the internet.

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Installation Specifics

None for Fort Monroe.